Invitation for Bids: Infrastructure Assessment

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Issued by: Department of Innovation and Technology, City of Burlington

Due Date for Bids: September 18, 2015 by 10 AM

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Overview

The City of Burlington seeks a Consultant to perform an independent assessment of our server, security and network infrastructure and to provide recommendations for improvements to ensure reliability, scalability, and security of our network and data, as well as to support planned initiatives and future growth.

The assessment will serve as a roadmap for the City to address critical needs and develop a more robust platform. In addition, the assessment will provide a baseline of infrastructure and operations to allow for evaluation of the City's IT activities and future growth.

Current Environment

- Servers: VMWare virtualization platform: ~25 virtual machines across 3 HP physical servers and 1 Dell SAN.
- Network: Firewall (currently seeking to replace under separate bid), Barracuda web filter. Network includes 17+ locations across Burlington. Barracuda backup appliance.
- Applications: Most applications are maintained in house. Email moved to the cloud in 2015. Financial management system moving to a hosted environment.
- Team: Currently the IT team consists of two individuals, one network analyst and one senior programmer. A support desk position is open and will be recruited in the fall.

The team supports approximately 375 desktop computers across the City. Please note that end-user computers and mobile devices will not be addressed in this engagement. They will be addressed in a future project following optimization of the infrastructure.

Challenges to be addressed
- Need to ensure security and integrity of City's assets and data;
- Storage is at capacity and we face increasing demands for storage and processing. Many initiatives are on hold as a result;
- Need to identify and implement a document management strategy;
- Lack of resources to adequately manage the infrastructure;
- Desire to offer employees the ability to work remotely;
- Need for disaster recovery capabilities; and
- Desire to consider increasing use of cloud/hosting and need to define a cloud strategy.

Deliverable

The infrastructure assessment should include, but not be limited to, the review and analysis of:
- Network security;
- Network design, appliances and configuration;
- VM infrastructure;
- Server configurations;
- Storage efficiency, capacity, and needs;
- Domain controller hierarchy and policies;
- Backups; and
- Disaster Recovery.

The assessment should result in the preparation & delivery of a detailed report identifying findings and recommendations to improve network infrastructure, operations, and security.
- All findings and recommendations should be developed to address the City's current challenges and needs, as well as industry best practices.
- Recommendations should be prioritized based upon their criticality to security, stability and / or scalability.
- An estimate of the cost to remedy the findings and recommendations should be included.
- The report should include an inventory of appliances and hardware, and network diagrams, both current and proposed.
- Recommendations should be developed in consideration of the City's goal of evaluating the benefits of developing a cloud-based strategy, and should include developing a foundation that can be moved to a cloud infrastructure. Recommendations should consider the use of cloud services, where possible (e.g. storage).
- Delivery should include at least two meetings, a first meeting where the findings are presented and at least one follow up meeting where the team can raise questions and clarify findings.

The recommendations and specifications included in the report should be structured to allow the report to serve as the basis of a request for proposal for the following activities.   These may be included in a single RFP or multiple RFPs.
1. Moving to a managed services agreement. A goal of this assessment would be a recommendation of which appliances and hardware should be moved to a managed services program, and what level of monitoring or management would be appropriate.

2. Updating the existing hardware as necessary (e.g. install patches or firmware updates).
3. Replacing outdated or implementing new security and networking appliances or architecture in support of providing network connectivity across all City locations.
4. Reconfiguring the City's existing server/virtual environment to optimize the use of existing resources, including replacement of inefficient or outdated resources, and installation of any additional resources needed to better support existing work as well as allow for planned and unplanned growth.
    a. This recommendation should consider whether a move to the cloud (e.g. Iaas, Paas) would make sense given needs and required investments.
5. Identifying the need for ongoing network administration support required for the existing infrastructure, and a gap analysis relative to the current team. This should include a recommendation for what can be outsourced to address immediate gaps.

To Submit a Bid
Responses should be submitted in hard copy (1 copy) or by email in PDF format. Interested Consultants are required to meet with the City IT team to learn more about the City's network, operations and goals prior to submitting a bid. Meetings must be requested by Wednesday September 9, 2015 at12PM. Consultants will be required to sign and return the attached non-disclosure agreement prior to receiving additional information from the City. The selected Consultant will be required to have a signed nondisclosure agreement in place prior to beginning any work.

Responses should be submitted by <u>10 AM EDT on Friday September 18, 2015</u>. Responses should include:
- Your organization's qualifications to perform the assessment;
- A list of the individual(s) who would perform the assessment, and a summary of their experience and qualifications;
- A detailed description of the work that will be performed and provided;
- A timeline with deliverables and deadlines;
- A detailed cost proposal; and
- 3 references for similar projects.

To arrange a meeting, or submit a bid, please contact the individual listed above.

Bidders must comply with all provisions of state law, and the accepted bidder will have to comply with the city's livable wage and union deterrence ordinances, copies of which are available on the city's website (or may be supplied on request).

The City of Burlington does not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status or genetic information.

The City is also committed to providing proper access to services, facilities, and employment opportunities.

Bid Evaluation

Responses will be reviewed by department staff based upon the information provided in the proposal. Additional information may be requested prior to final selection. The city intends to accept the bid it determines to be in the best interests of the city, based on the overall proposal, not exclusively on cost or any other specific factor. The city reserves the right to amend, modify, reject, negotiate, or accept any bid in whole or in part at its sole discretion. It is anticipated that a decision will be made within 15 days of the due date.

Indemnification

The Consultant will act in an independent capacity and not as officers or employees of the Municipality. The Consultant shall indemnify, defend and hold harmless the Municipality and its officers and employees from liability and any claims, suits, expenses, losses, judgments, and damages arising as a result of the Consultant's acts and/or omissions in the performance of this contract.

The Municipality is responsible for its own actions. The Consultant is not obligated to indemnify the Municipality or its officers, agents and employees for any liability of the Municipality, its officers, agents and employees attributable to its, or their own, negligent acts, errors or omissions.

Limitations of Liability

The City of Burlington assumes no responsibility and liability for costs incurred by parties responding to this invitation to bid or responding to any further requests for interviews, additional data, etc., prior to the issuance of the contract.

Rejection of Proposals

The City of Burlington reserves the right to reject any or all responses, to negotiate with one or more parties, or to award the contract in the City's best interests. The City reserves the right to re-advertise for additional responses and to extend the deadline for submission of responses.

Ownership of Documents

Proposals, plans, specifications, basis of designs, electronic data and reports prepared under any agreement with the selected contractor and the City shall become the property of the City. Records shall be furnished to the City by the contractor upon request at any time, however contractor may retain copies of the original documents.